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### Police

#### E-911 Dispatcher

The Town of Agawam is accepting applications for a full time E-911 dispatcher (75 hours bi-weekly); salary range for this position is \$42,196.18-\$50,310.26. Applications will be accepted from March 15 through and including March 26, 2021.

Applications and/or resumes can be mailed to the Personnel Office, 36 Main St., Agawam, MA 01001 or can be submitted via our website at [www.agawam.ma.us](http://www.agawam.ma.us).

The Town of Agawam is an equal opportunity/affirmative action employer.

## TOWN OF AGAWAM

### E-911 PUBLIC SAFETY DISPATCHER

### Job Details

**Category**

Police

**Status**

Open

**Posted**

March 75, 2027 8:00 AM

**Closing**

March 26, 2027 4:30 PM

### Tools

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**Department:** Police

**Job Status:** Full-Time

**FLSA Status:** Non-Exempt  
Supervisor

**Reports To:** Communications

**Grade/Level:** D-1

**Positions Supervised:** None

## **POSITION SUMMARY**

Operates radio, telephone and related communications equipment to receive and relay information; prioritizes and assigns appropriate resources for emergency and non-emergency service calls for area of assigned responsibility. Maintains logs and records of all activity as required by Agawam Police Department Policy and Procedure. Provides support information to police officers, fire units, the general public and other public safety agencies as required.

## **ESSENTIAL FUNCTIONS**

- Answers telephone requests and/or radio calls for service. Assesses the nature of the request, prioritizes requests/public safety needs and assigns/alerts appropriate resources.
- Operates automated data systems to retrieve information from local, state and federal data centers.
- Maintains logs and records all requests for service as required for assigned area of responsibility.
- Monitors status and locations of all emergency response equipment and building security systems; determines readiness to respond to additional calls.
- Requests additional resources and mutual aid from other agencies, cities, sources, etc., as needed.
- Maintains and updates logs and other information such as street index, motor vehicle repossession log, and police tow log, emergency resources files, etc., as required for assigned area of responsibility.
- Performs all other related duties as assigned

## **POSITION QUALIFICATIONS**

### **Education**

**High School Diploma or GED**

### **Experience**

**1 year of experience in position with high public contact requiring decision-making and problem-solving under stressful conditions. Experience in radio communications with prior dispatch experience required.**

## **REQUIRED SKILLS AND ABILITIES**

### **Ability to:**

- Accept responsibility and account for one's actions.
- Follow instructions, safety practices and standard operating procedures in the performance of assigned tasks.

- Work effectively with others regardless of their age, gender, race, ethnicity, and religion or job type.

## **REQUIRED SKILLS AND ABILITIES (cont.)**

### **Ability to:**

- Perform work accurately and thoroughly.
- Communicate clearly and concisely, both orally and in writing.
- Learn and comply with Agawam Police Department Policies and Procedures
- Communicate with a wide variety of persons under stressful conditions.
- React quickly, calmly, and with sound judgment in emergency situations.
- Speak clearly and understand telephone transmissions.
- Coordinate a number of activities simultaneously while under intense stress.
- Read and interpret color data displays on terminal screens and printouts.
- Work a variety of shifts as assigned, including days, nights, evenings, weekends, and holidays.
- Hear and comprehend simultaneous two-way radio voice transmissions.

### **Skills**

- Skill in the use of personal computers including Microsoft Office, e-mail and the internet.

### **Other Requirements**

- Must submit to and pass a pre-employment drug test, physical exam, hearing and functional capacity test.
- Must complete Emergency Medical Dispatch Training and pass all exams pursuant thereto within six months from date of hire.
- Must pass background checks including criminal history check and fingerprint check.
- Must be 18 years of age.

## **PHYSICAL DEMANDS**

### **Physical Abilities**

### **Lift/Carry**

**Stand** O (occasionally)

10lbs. or less F (frequently)

**Walk** O (occasionally)

11-20lbs. O (occasionally)

**Sit** C (constantly)

21-50lbs. O (occasionally)

**Type** C (constantly)

51-100lbs. N (not applicable)